



**Milwaukee County Commission on Aging
Service Delivery Committee Meeting
Thursday, November 5, 2020**

The Service Delivery Committee held its monthly meeting on Thursday, November 5, 2020, as a virtual Microsoft Teams meeting.

Attendance was taken from the participants view pane in MS Teams by the Department's Executive Assistant.

Members Present:

Chair and Commissioner Amber Miller
Commissioner Gloria Pitchford-Nicholas
Commissioner Richmond Izard
Fred Knueppel

Members not present

Deborah Anderson
Commissioner George Pumphrey

Vendors Present

Johnny White, Greater Galilee
Kathy Gale, ERAS
Anne David, Jewish Family Services

Vendors Present Continued...

Anna Wong, AACC

Staff Present:

Dan Idzikowski
Jon Janowski
Jill Knight
Carrie Koss Vallejo
Vonda Nyang
Gaylyn Reske

MINUTES

- I. Meeting was called to order at 3:05 p.m. Chairwoman Amber Miller called roll.
- II. **Review and approve the Service Delivery Committee meeting minutes for July 23, 2020 and July 30, 2020.**

Motion: To accept the Service Delivery Committee meeting minutes for July 23, 2020 and July 30, 2020.

Action: Motion prevailed by unanimous consent (Pitchford-Nicholas Moved, Knueppel Second.)

- III. **Purpose of Overall Meeting Purpose – Carrie Koss Vallejo, Program and Planning Coordinator:** Ms. Koss Vallejo provided an overview of today's meeting. The Program Coordinators will discuss the contract memo and objectives and measurements used to score contract awards during their report. There will be a vote at the end of the meeting to accept the 2021 contract recommendations. There are two sets of vendor presentations scheduled in

December. Commissioner Amber Miller and Pitchford-Nicholas will report out on the RFP panels. MCDA staff Dan Idzikowski, Gaylyn Reske, and Jill Knight will provide reports on their contract recommendations or concerns for the vendors they coordinate. She shared that there are two vendors to the Department on Aging which decided not to renew their contracts for next year: the Asian American Community Service (AACS) and Able Transportation Services.

IV. Request for Proposal panel recommendations for 2021:

a) Alzheimer's Counseling Services: Gloria Pitchford Nicholas.

Commissioner Pitchford-Nicholas reported that the panel evaluated the Alzheimer's Association of Southeastern Wisconsin's proposal. There were a few follow-up questions they had for the Alzheimer's Association that were all answered. The panel felt extremely comfortable with recommending that the Alzheimer's Association receive full funding. Commissioner Pitchford-Nicholas shared one concern that the panel had discussed: the diversity of the Board of Director members. The panel recommends full funding to the Alzheimer's Association.

b) Late Life Counseling Commission: Amber Miller

Commissioner A. Miller reported that Late Life Counseling had scored high with the panel's assessment. LLC had a concrete proposal due to exceeding all their objectives, and there was no need for follow-up questions. The panel recommends full funding to Late Life Counseling.

V. Contracts recommended for Administrative Renewal in 2021 – Presentations from MCDA Staff

- a) Gaylyn Reske, Senior Dining Program Coordinator:** Mrs. Reske provided a brief overview on the contracts that are up for renewal. She provided a report on the following dining site vendors: Goodwill (GWW), Greater Galilee Community Development Center (GGCDC), Indian Council for the Elderly (ICE), Milwaukee Christian Center (MCC) and their 13 sites, Serving Older Adults (SOA), and United Community Center (UCC).

Goodwill had no interruptions in service, and they continue to provide 1,400 to 1,500 meals per day. Ms. Reske recommends full funding for the dining site.

Greater Galilee is serving 25-people per day, Monday-Friday. Ms. Reske has recommended \$90,000 for dining site funding.

Indian Council for the Elderly provides meals for 45-people, 3-days a week, Tuesday, Thursday, and Friday. They are delivering meals to homebound seniors, making wellness calls, and sending out informational

documents. She is recommending full funding for their senior dining program.

Milwaukee Christian Center's 13-sites: Two of MCC's sites are closed because they are MPS school sites. The 11-sites are serving 550 meals on Wednesdays and Thursdays, and once a week providing weekend handout meals for Saturday and Sunday meals. She is recommending full funding for the dining site. MCC service about 75-meals per day. They deliver about 75% of the meals to seniors. They are conducting wellness calls, sending out activities and information once a week. She is recommending full funding for the dining site.

Serving Older Adults (SOA) serves about 425 meals per day and hand out weekend meals on Wednesdays and Thursdays for Saturday and Sunday. They are making wellness checks. She is recommending full funding for the dining site.

United Community Center (UCC) serves around 160-meals per day, and they deliver approximately 110-meals per day. They are conducting wellness calls and sending activities. She is recommending full funding for the dining site. In addition to the dining site, UCC's transportation services had to switch from bringing seniors to the site to bring meals to their homes, so she recommended full funding for their transportation services.

Commissioner Izard suggested it would be helpful to add allocation amounts from the current and past years on the contract award memo.

- b) Jill Knight, Program Coordinator: Ms. Knight provided a brief overview on the contracts that are up for renewal that she oversees (See 2021 Contract Award memo for more information.) Jill Knight provided a report on the following vendors: SOA, Greater Galilee, ERAS, Life Navigators, and Vial Voices.

Serving Older Adults: Since the start of COVID-19, all the County Senior Centers were closed. Ms. Knight has concerns with the contract awarding as a significant portion (70% for staff salaries) of their award is allocated for personnel costs. Also, in the Administrative renewal, they didn't detail how they will operate in a COVID-19 environment. Since the center's closures, SOA has not offered a plan to implement virtual programming in place of in-person activities to Ms. Knight.

Also, Ms. Knight requested SOA to submit a time study and delivery plan to inform the County what staff is doing during the pandemic.

The Service Delivery heard from staff from SOA at today's meeting to address Ms. Knight's contract concerns. The Service Delivery Committee had a lengthy discussion with questions for Ms. Knight and staff from SOA.

Mr. Janowski stated that the policy direction for all five County Senior Centers is for them to remain open five days a week during the pandemic, backed by the County Board. It is up to the department to figure out how they are going to accomplish reopening the Centers. Ms. Knight has not received a report. Therefore, she cannot recommend any amount of funding for any funding to SOA.

Greater Galilee recently submitted a separate request to decrease the socialization portion of their contract from \$20,000 to **\$11,000** and provide to their 2021 contract award under the social programming. Ms. Knight agrees with the submission and is recommending a decrease in funding.

Ms. Knight provided a summary of the services that each vendor offers. She has recommended full allowance for Greater Galilee, **ERAS**, **Life Navigators**, **Vital Voices** and the **Alzheimer's Association** for the second contract held by that agency, the Family Caregiver Support contract.

- c) Dan Idzikowski, Program and Policy Coordinator: Mr. Idzikowski Program and Policy Coordinator provided a brief synopsis on the services that each agency offers for seniors for the following agencies: Hmong American Friendship Association (HAFA), IMPACT 2-1-1, Legal Action for WI, GWAAR, Milwaukee LGBT Center, Social Development Commission (SDC), ABLE Transportation Services.

HAFA: Have funded at the same contract level for about 30 years and cannot benefit their staff. MCDA had in the past had paid for one staff's persons, and now the amount only covers a quarter of their salary. If there is additional funding, he would be in favor of them to receive it.

IMPACT 2-1-1: Decided to continue with contract and approve funding. MCDA is the only ADRC that contracts for after-hour services. All other ADRC's have voicemail. MCDA is researching to see if they should continue to provide this service in the future. Recommend full funding.

Legal Action of WI: He was delighted and comfortable with their contract renewal and recommended full funding. We will continue to fund the two Elder Benefits Specialist positions at Legal Action.

GWAAR: Recommend full funding.

Milwaukee LGBT Center: This is a new vendor for MCDA. Since COVID-19, it had challenged them as they experienced a decline in the ability to serve seniors. However, it became innovative. Adding a \$10,000 increase in their contract funding for next year to help them partner with SAGE.

Social Development Commission (SDC): Recommend full funding.

ABLE Access: Provides specialized transportation for seniors. Their funding comes from three different sources: Federal funding, 8521 WI Statutes, Older American's Act. ABLE had provided services non-conventional services during COVID-19, which was delivering meals to seniors. ABLE decided not to renew their contract with MCDA for next year. Since the pandemic, MCDA had ABLE delivery meals to seniors, which doubled in number. ABLE had decided due to the demand for deliveries, and they wouldn't be able to continue to provide this service. Mr. Idzikowski informed the Service Delivery Committee that the department is identifying a new vendor.

Motion: Motion to accept approve the recommendation with the caveat of Jill Knight's recommendations for SOA.

Action: Motion prevailed by unanimous consent (Amber Moved, Pitchford-Nicholas Second.)

VI. Adjournment: Meeting adjourned at 4:20p.m.
The next Service Delivery Committee meeting will be December 10, 2020.

Respectfully submitted,

Vonda Nyang